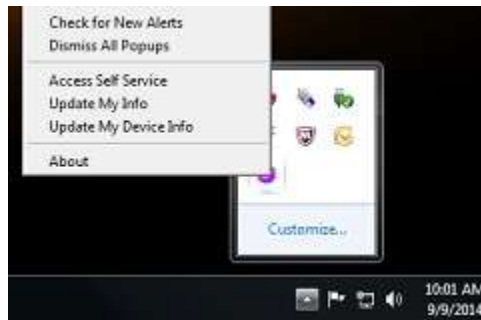


## Troubleshooting the At Hoc client

1. Clicking on the Start Menu shortcut for “Fort Leavenworth MWN” does not open **AtHoc**. This is by design. The link in the Start Menu is only for starting the client if it has been turned off. The normal way to access **At Hoc** is to find the “purple globe” in the system tray. (The notification area next to the Time on the taskbar). Users must “**right-click**” on it to open a menu.



2. When attempting to access At Hoc, you receive a “Validation Error” message. This is caused by the browser, not At Hoc. To correct this, go to **Control Panel**, change the “**view by**” in the upper right corner to “**Small Icons**”. Select “**Internet Options**” and then click on the “**Advanced**” tab. Click on the “**Restore Advanced Settings**” button. Retry opening At Hoc.
3. **At Hoc** pops up every day on my system and I have to close it. This is because you have received a message asking you to complete an action. The pop-up will continue daily until you complete the action.
4. **At Hoc** does not pop-up any messages for me, but when an instructor logs into my machine, a pop-up occurs. This is because you have completed all actions required to register yourself in At Hoc, but the instructor has not.
5. In “**My Info**”, my **Work Building Number** is not in the list. Inform your organization’s At Hoc administrator and they will add the building number into the list. If you cannot find an administrator, contact your IMO and they will provide you a point of contact.
6. When I right-click on the purple globe, it does not show “**Update My Info**”. The problem is that you are clicking on the wrong icon. Please view the picture.

